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Aug 29th 2018

Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I was so happy to find a competitor to the big ISPs! They have had close to monopoly power over the market and treat their customers horrendously. Obviously they feel they can as they try to prevent us from having any choice in providers.

These big companies make promises about pricing when you sign up and then don't honor what you were promised. Customer service is a nightmare. They pass you from one department to another and then have no record of your previous conversations.

The service itself is spotty even when I live in a big metropolitan center.

Broadband is critical to my job as I teach online classes. Please don't let down people like me, an adjunct professor who struggles with no benefits or job security and can't afford the exorbitant prices of the big ISPs.

You must allow competitors to access the required infrastructure to continue to provide services to people like me.

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